



**Gary A. Brown**  
President Pro Tem  
Detroit City Council



## **STATEMENT FROM DETROIT CITY COUNCIL PRESIDENT PRO TEM GARY A. BROWN REGARDING "YES" VOTE ON CONTRACT EXTENSION FOR PARA-TRANSIT TRANSPORTATION SERVICES**

April 6, 2010

Today, I voted yes on the contract extension for Enjoi Transportation Solutions to remain the lead contractor for para-transit services for Detroit residents. This is a program that provides transportation for elderly, disabled and low income Detroit residents. After hearing from the public during the past several weeks, including users of the service, and representatives from the administration and the Detroit Department of Transportation (D-DOT), I am confident that my vote is in the best interest of Detroit citizens.

The contract extension is for Enjoi and its subcontractors to provide the para-transit services through August 2010 while D-DOT builds a scope of work for a new Request for Proposal (RFP). When the RFP is released in the near future, any company capable of providing this service will be able to bid on the new contract. This process is expected to take 4-6 months until completion.

When delivery of transportation to the para-transit community was threatened by the walkout of the original lead contractor, D-DOT acted quickly to meet federal regulations by continuing service. Enjoi became the lead contractor until D-DOT can issue a new RFP.

I have urged D-DOT and administration leaders to improve call center training to ensure the needs for the transportation service of each rider is adequately addressed.

According to D-DOT, since the new provider has been named 21,000 residents per month are serviced, an increase of 5,000 riders monthly. Despite this increased ridership, complaints have **decreased**. The administration has agreed to provide supporting data to council that shows the number of people served and complaints received when the previous provider had the contract and compare it to Enjoi's service levels.

There was significant risk of the para-transit service not being provided to Detroit residents for several weeks or months if council did not approve this contract extension. I voted yes on this extension to ensure that this important transportation service will continue while D-DOT improves the entire para-transit program, including a framework for best practices that will be incorporated into the new RFP and contracts with future vendors.